

I have today received a leaflet from the Royal Mail who are trying to officially leave large packets and parcels with a neighbour as a matter of course. **Leaflet RMDTNE1**

I find this totally unacceptable. We pay for a package to be sent to a particular address and do not want that package to go to a neighbour. Mail coming to me may be delayed by several days as my neighbours are not always at home, also we receive examination packages for marking which are highly confidential and not to be tampered with. The Royal Mail say, in their leaflet, that I can apply for a sticker to opt out of this but I do not wish to have a sticker on my front door.

The leaflet begins "We know you find it frustrating when we try to deliver parcels while you're out, especially when it's something important". Well actually, we would rather it were left at a local post office for us to collect, because it is important, and do not find that frustrating at all. The Royal Mail are cutting post offices and it would suit them to have my mail go to another house rather than a post office. This just shows a lack of knowledge of what the customer wants and a lack of respect for their property.

When I buy something online I am asked where I would like the package to be left if I am not in, what's wrong with that. If the Royal Mail are granted the right to pursue their practice I will not arrange to receive parcels at all and that means no online purchases. Is this good for the economy?

I can understand the Royal Mail's thinking but I really believe it will cause no end of problems between people and their neighbours. I once got a parcel from my neighbour who had to apologise that her son had opened it to see what it was, it was just a toy but what if it had been something toxic. The more I think about it this *Out and About* policy is not a good one.